



Risk Assessment for Customers at Farmer Christmas 2021 with Covid measures			
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Pre-visit Information: - Website - Booking site - Marketing - Social media	- Dissatisfaction with what is available - Customers turning up without bookings	- Health & safety information on website - Access statement on website - Scanners at entrance	- FAQ's on website for customers to refer to - Telephone manned Monday to Friday 9.30am – 4.30pm to answer customer enquiries - Marketing to clearly say what is and what is not available. - Instruction not to come if anyone in household or a recent contact is showing symptoms and a recap of symptoms - A recap of precautions customers should consider – hand washing, social distancing. masks, gloves, respecting others-
Car Park	- Customers turning up without tickets	- Staff on duty at peak times - Plenty of parking	- Timed entry tickets to avoid congestion & parking problems
Meeting others	- Forming groups - Spreading the virus	- Timed tickets to reduce contact with others - Plenty of outdoor space for play and meeting friends	- Timed tickets to manage numbers on site and avoid congestion - Signage up about social distancing - Large site and event spread out - Current guidance & legislation followed at all times
Queue to enter	- Queues forming - Lack of social distancing	- Existing space for queuing with bollards to separate customers from vehicles in the car park	- Timed tickets to reduce queues and numbers arriving at once. - Customers asked to have tickets ready to scan to speed up admission process - QR code and welcome notice displayed in the queue line. - Hand sanitiser at entrance
Admissions	- Lack of social distancing - Large numbers - Customers without a booking - Problems with pre booked tickets - Complaints	- Space outside to queue - Automatic doors to reduce surface contact - Customers familiar with purchasing tickets on line and the scanning process - Kiosk window to separate staff from customers	- Timed tickets to manage numbers on site - Window modified for social distancing safety - Hand sanitiser available - Signage up with current covid advice - Management on radio to deal with enquiries / problems - COVID 19 site QR code on display
Toilets	- Lack of social distancing - Cleanliness	- Toilets cleaned thoroughly each night and checked during the day	- Timed tickets to manage numbers on site & reduce queueing



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		<ul style="list-style-type: none"> - Handwashing signage in place & information about bacteria and the need for hand washing - Toilets at either end of the site 	<ul style="list-style-type: none"> - Signage in each cubicle about closing lid to flush, cleaning and hand washing - Staff to check, clean and tidy every hour - Cleaning materials provided for customer use if desired in between staff cleaning - Monitoring during the day on top of hourly cleaning - reacting to issues / complaints ASAP
Hand Hygiene	<ul style="list-style-type: none"> - Not carried out - Not carried out effectively 	<ul style="list-style-type: none"> - Hand washing stations located around the park - Signage around the park & in all toilets 	<ul style="list-style-type: none"> - Hand sanitiser stations installed to give extra provision - Staff to remind customers before gingerbread decorating & direct to nearest hand wash station.
Catering: Teds to Go in Hall 2 Farmer Ted's Grill in main restaurant	<ul style="list-style-type: none"> - Lack of social distancing while queuing - Long queues - Accumulation of rubbish 	<ul style="list-style-type: none"> - Timed tickets to manage numbers on site and reduce queues - Food available all day - Menus designed for faster service 	<ul style="list-style-type: none"> - Cutlery & condiments to be given to customers to reduce handling - All disposable items in use at Teds to Go - Extra bins provided in takeaway & picnic areas - Extra sanitiser around the site to complement the existing hand wash stations - Tables cleaned throughout the day
One-way routes	<ul style="list-style-type: none"> - Pinch points - Bottlenecks 	<ul style="list-style-type: none"> - Wide paths - One-way route through the walking adventure with handwashing at start & finish & sanitiser at intervals - Handwash stations around the site 	<ul style="list-style-type: none"> - Gates and doors propped open to ease movement around the site
Indoor play equipment	<ul style="list-style-type: none"> - Social distancing - Spread of germs & viruses 	<ul style="list-style-type: none"> - Play area closed & cleaned midway through the day and at the end of the day 	<ul style="list-style-type: none"> - Indoor areas monitored for overcrowding
Outdoor play equipment	<ul style="list-style-type: none"> - Social distancing - Cleanliness 	<ul style="list-style-type: none"> - Regular safety checks carried out - Hand washing stations located on play fields - Children have always been required to be supervised by a parent / guardian 	<ul style="list-style-type: none"> - Children MUST always be supervised by parents / guardian - Children encouraged to cover / catch coughs & sneezes if possible - Children should not use if showing symptoms of the virus – signage on pre visit information & posters around the site - Staff supervision & monitoring



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			- Play areas closed at dusk and in bad weather
Animal activities	Not available during Christmas 2021. The animals will be in the barn and fields for you to look at		
Barrel rides	Will not be running during Christmas 2021		
Tractor rides	Will not be running during Christmas 2021		
Shaun the Sheep Show	These will not be running during Christmas 2021 although Shaun may make an appearance in Candy Cane Lane at intervals during the day		
Gift shop	<ul style="list-style-type: none"> - Contamination of stock by handling - Social distancing 	<ul style="list-style-type: none"> - Hand sanitiser at the entrance - One way system in operation 	<ul style="list-style-type: none"> - Numbers monitored and can be limited at busy times
1 st aid	<ul style="list-style-type: none"> - Social distancing - Inhalation of / contact with virus - Hygiene 	<ul style="list-style-type: none"> - Designated 1st aiders - 1st aid room - Gloves & aprons available - All accidents recorded 	<ul style="list-style-type: none"> - Masks, visors, gloves & aprons will be provided for 1st aiders to wear - Increased cleaning of 1st aid room
A person falling ill with symptoms on site or a person who has attended the site falling ill with symptoms	<ul style="list-style-type: none"> - Potential spread to other people on site – staff & customers - Contamination of surfaces the person with symptoms has touched - Tracing those who may have been in close contact with the individual 	<ul style="list-style-type: none"> - Regular cleaning throughout and at the end of the day - Contact details for prebooked visitors available each day - Systems in place to clean up bodily fluids - 1st aiders on site - Lateral flow tests available on site 	<ul style="list-style-type: none"> - All customer contact details kept for 21 days to comply with the government track & trace requirements - All 1st aid forms will be reviewed daily - Additional cleaning of all areas throughout the day - Preventative measures in line with government guidelines - We are asking our customers to work with us and abide by the required guidance / regulations
Cleaning	<ul style="list-style-type: none"> - If cleaning is not effective or not carried out it could cause the virus to spread around the site and contaminate multiple surfaces in multiple areas leading to multiple people becoming unwell with the virus 	<ul style="list-style-type: none"> - A COSHH risk assessment has been carried out for the site - We already have high standards of cleanliness in place to comply with the farm attractions industry code of conduct to prevent the risk of contamination from zoonotic pathogens (<i>E. coli</i> etc). - Designated staff to clean designated areas 	<ul style="list-style-type: none"> - Increased & enhanced cleaning of toilets and hand contact surfaces around the site - Doors open and routes clear to avoid the need to touch surfaces - All cleaning products have been checked and are suitable for use in preventing the C19 virus surviving on surfaces - Gloves, aprons & masks are provided for staff - Staff training on effective and safe cleaning methods is provided and ongoing - Supervision & monitoring by senior staff



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		<ul style="list-style-type: none"> - Cleaning products and an information sheet available so the correct product is used in the correct location - Staff trained in what to clean and how and to report problems 	<ul style="list-style-type: none"> - Incidents, problems and complaints or concerns from customers will be dealt with immediately.
Wet weather	<ul style="list-style-type: none"> - Space for social distancing - Activities to keep customers occupied. 	<ul style="list-style-type: none"> - The Christmas adventure takes place in various spaces on a walked route, some undercover and some not - Customers told on website that we are a predominantly outdoor attraction and to dress accordingly 	<ul style="list-style-type: none"> - Timed tickets reduce the numbers on site at any one time enabling customers to be accommodated indoors in wet weather - Advertised as a walking experience so customers should be prepared for different weather conditions
Whole site	Slips & trips	<ul style="list-style-type: none"> - All floor surfaces in buildings are level and well lit. - Outdoor areas are a mix of concrete & gravel, well-lit and kept clear - Steps & ramps in the animal barn are painted white to highlight them. - Entrance area over each doorway to reduce amount of rain entering 	<ul style="list-style-type: none"> - Pathways & lighting checked daily - Elves advise visitors to mind steps and changes in floor surfaces - Floor surfaces to be monitored especially in wet weather and blue roll, mop & wet floor signs available if needed
Animal Barn & Entrance to Winter Wonderland	Bites from animals	<ul style="list-style-type: none"> - Customers are encouraged not to touch the animals through the fencing & signs reminds customers of this. - Animals in the pens are used to customers and tend to stay back from the fence. 	<ul style="list-style-type: none"> - Daily monitoring by staff
Candy Cane Lane: Reindeer food	<ul style="list-style-type: none"> - Reindeer food mixed by the children could be eaten by them or fed to the reindeer causing illness & 	<ul style="list-style-type: none"> - Children have the bag and tag for the reindeer food in their gift bag to prevent staff having to handle them 	<ul style="list-style-type: none"> - Reindeer food made up after visiting the reindeer - Scoops used to gather food items washed & sanitised after each use with plenty available to ensure rotation



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	<ul style="list-style-type: none"> upset stomachs as it is not edible. - Spread of the virus from utensils, bag & tag 	<ul style="list-style-type: none"> - Staff supervise the making of the reindeer food so that they can tell the children that it is not edible. -A label on the finished product informs the user that the food is to be sprinkled on the lawn or doorstep. 	
Candy Cane Lane: Gingerbread Decorating	<ul style="list-style-type: none"> - Crowded area - Poor hand hygiene 	<ul style="list-style-type: none"> - Hand washing available at the mini beast centre - Gingerbread activity prepared in advance and given to the customers in a bag to prevent any contact of items by staff - Several tables in a spacious, well-ventilated room 	<ul style="list-style-type: none"> - Tables cleaned after each family / group - Hand sanitiser available - Customers can take the kit home to do if they prefer
Meeting Santa	<ul style="list-style-type: none"> - Lack of social distancing 	<ul style="list-style-type: none"> - All contact will be at a social distance with Santa indoors and customers outdoors - One family/group at a time to meet Santa 	<ul style="list-style-type: none"> - Elf present to ensure safe distances are maintained - 2 -3-minute experience per family/group
Receiving present	<ul style="list-style-type: none"> - Spread of virus from handling presents 	<ul style="list-style-type: none"> - One-way system - Restricted numbers - Minimal contact with elves 	<ul style="list-style-type: none"> - Presents placed on a table for customers to take
Writing postcard	<ul style="list-style-type: none"> - Lack of social distancing - Contamination of surfaces 	<ul style="list-style-type: none"> - Postcard & pencil in child's gift bag to avoid hand contact from elves - Tables wiped after each use 	<ul style="list-style-type: none"> - Elf monitoring the area
Cinema	<ul style="list-style-type: none"> - Lack of social distancing 	<ul style="list-style-type: none"> - Well-ventilated area with bench seating all facing the same way - Film shown every 20 minutes to manage numbers 	<ul style="list-style-type: none"> - Elf monitoring the area



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Photo opportunities	<ul style="list-style-type: none">- lack of social distancing- contamination of surfaces	<ul style="list-style-type: none">- Elves in the area to monitor numbers and to clean the photo ops after each use	<ul style="list-style-type: none">- Clean team moving round the site to provide extra cleaning- Cleaning items available for customer use

Risk Assessment revised November 2021

Please also visit the Health & Safety page of our website www.farmerteds.com for more information to keep you safe and well during your visit to Farmer Ted's.